



Oct 5, 2016

Appeal to USAC

Kynetic Technologies LLC

Sandy Candela

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SPIN: 143040870

Funding Request Number: 2805892

Billed Entity: Crowley Independent School District

CC Docket No. 02-6

I submitted invoice 2405537 on July 1, 2016. I received the first communication from the reviewer July 11. She asked for the following:

**BILLS:**

Please submit:

- I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,
    - i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.
  - f. Hours of work performed (for Basic Maintenance of Internal Connections).
- II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

**RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Monday July 18, 2016. Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period."

I tried calling her several times, finally sent an email on the July 12<sup>th</sup> telling her I left her several voicemails because I wanted clarification on what she needed. The only response I received from her was on the July 13<sup>th</sup> – "Your request shown is greater than \$1,000,000 therefore it has to be checked as it was submitted for review. Please refer to my previous email and send the correct documentation so that I may process your request.

Thank you  
Lisa

I sent her a copy of the Crowley Invoices, Crowley acceptance of work completion, serial numbers and locations and a spreadsheet of the products on the July 13<sup>th</sup>. I asked if this was what she needed. She stated on the July 15<sup>th</sup>: "I will review the documents and get back to you."

I emailed her on the July 15<sup>th</sup>, July 19<sup>th</sup> with no response. On the July 22<sup>nd</sup>, I received this email:

**BILLS:**

Please submit:



- I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,
    - i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.
  - f. Hours of work performed (for Basic Maintenance of Internal Connections).
- II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

#### **SERVICE CERTIFICATION:**

Please also provide the attached Service Certification form, completed and certified by the authorized representative of the Applicant (school/library), for the products/services provided.

- I. The Representative/Contact Name, Title and Phone: the contact name should match as signatory. If the signatory is any other than the Representative/Contact Name identified on the form, please provide the full Name, Title and Phone Number of the signatory and a reason for the mismatch.
- II. Date Goods/Services Delivered: except for installation only invoice, required for all other products / services delivered;
- III. Date Goods/Services were or will be Installed: required only for non-recurring service (products that need installation);
  - a. This date is required regardless of party providing the installation.
- IV. Date Applicant Portion Paid and Check No., or Date to be Paid: required at all times.
- V. Certification box: select box either on the left or right side;
  - a. Left side: for services delivered/installed as on this invoice;
    - i. Based on service contracted for the FRN, please choose either Delivery Only or Delivery and Installation.
  - b. Right side: for services not yet delivered:
    - i. Please provide contract to indicate provision for up-front charges.
- VI. Signed and dated: by the authorized Applicant contact.

Please note: Service Certification forms are Invoice number specific. Due to audit requirements, the re-submittal of an earlier Service Certification form is not acceptable and will result in rejection of the current invoice line/s.

#### **RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Friday July 29, 2016. Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

On the July 26<sup>th</sup>, I sent her the Service Certification for SLD Invoices signed by the customer. I asked her to confirm she received it. I asked again on the July 28<sup>th</sup>, and on August 8<sup>th</sup>, I asked her if there was anything else she needed. I received no response. On August 10<sup>th</sup>, I contacted 888-203-8100, to ask what I can do to find out if there was anything else needed. They told me it was just in review and that was it but that I could escalate this on Sept 1 – 60 days. I was given a case # 108222 and sent an email to Taeler with all the documentation of me trying to reach the reviewer for information.

On August 11<sup>th</sup>, I tried calling and emailing reviewer again with no response.

On Sept 14<sup>th</sup>, I received an email from reviewer again asking for the same things above. I responded on the same day with the following emails. This time I sent 8 emails with packing slips, an email with the asset report again, invoices to the customer, the Crowley acceptance of work completed, Crowley serial numbers and locations, invoices for USAC, list of products. I also sent an email and left a message Lisa, I just left you a message. I really have no idea what else I need to provide. Here is the information I sent 2 months ago on July 13<sup>th</sup>. I will send packing slips in separate emails as they are too large to send in one.

The attached invoices to Crowley were paid on 6/17/2016 for a total of 394,726.52. This included a portion that was not approved on the FDL letter.





I am not sure what else you need on the Service Certification form that you state is not acceptable.

I sent this to my customer who was also very confused.

She responded:

Since the service certification form was sent to me by you as the service provider I need to confirm receipt of service from the applicant. I have tried to reach out again this week. If you are able to get in contact with them and have them give me a call or send me the certification or email confirming receipt of service as per the instructions listed under the Service Certification portion of my email.

So my customer confirmed what she needed. I then asked if she gets this information, will the invoice be paid. Her response was "Please be advised that I am just reviewing this invoice and there are many other invoices in process as well. Once I receive this last document in order to review this invoice and have completed the review process you will be notified by USAC directly."

On September 16<sup>th</sup>, I received an email confirming she received a response from the customer. She also stated that she needed detailed information on the equipment on the customer invoice. So I edited the invoices and sent her a detailed list of equipment along with serial numbers on each invoice. I received a delivery receipt but not a read receipt. On September 27, I emailed again and asked for an updated status. No response. On September 27<sup>th</sup>, I also emailed Valerie Edourard and Wanda Ackerman (names given to me from one of my vendors that also does ERATE business) to see if I could get any information. I didn't receive a response so I resent on September 30. I also emailed reviewer again asking for status. No response. Wanda responded to me on the 30<sup>th</sup> stating that since this was being handled by another reviewer, neither she nor Valerie could help.

Then on October 3<sup>rd</sup>, I received a Schools and Library Program Remittance Statement for \$0:

143040870|Kynetic Technologies  
LLC|sandyc@kynetictech.com|usacstatement@universalservice.org|1|\$0.00|Schools And Libraries|As of October 03, 2016  
SPI|143040870|143040870|2805892|"SLD Invoice Number:2405537;Line Item  
Detail Number:8060630;Amount Requested:1383520.66;Amount Requested Not  
Supported by Bill(s);232;"|062016|\$0.00

Your Total Actual Disbursement: \$0.00.

I immediately called the 888-203-8100 number and spoke to Mattisa who stated that my invoice has been rejected and that I need to either file an appeal or sent in a new invoice or both but that this whole process starts all over again. I asked why it was rejected and that I didn't understand and could someone help me. She said she would ask. I received a new case number 121962. I received a case closed update stating "Sandra,

After researching, we confirmed invoice 2405537 could not be process due the amount requested was not supported by the bills. If you have any additional questions or concerns, please reopen this case, create a new case, or contact the Client Service Bureau at 888-203-8100.

This still didn't really tell me what was wrong. So I started gathering all the information and documentation that I had sent several times. I added up the invoices I sent to the customer and the invoices I sent to USAC. It turns out that I had not included labor on my invoices to USAC and that is why they didn't add up to the 1,383,520.66 but was a lesser amount. This was definitely my mistake however if I was told that was the issue, this could have been corrected very early on.



I was never told what the problem was specifically by my reviewer. She would communicate very little. She would request information, I would send it to her and ask her if that is all she needed. I would hear nothing. I would get delivery receipts and read receipts early on but then I didn't get read receipts at all just delivery. I tried calling her several times, left messages and would get no response. I told her in the beginning of this process that this was the first time I have done this and that I was looking for help.

As this is the first time I have done this, I would have expected a little more communication to help me in this process. This is a very large amount and I have several vendors looking for payment of goods and services along with interest charges for this project. If this doesn't get resolved and I get paid, this will bankrupt my company. I honestly thought I had provided all the information that I needed to and didn't realize that my invoices didn't match the dollar amount. I am also not sure if that is the only reason that this invoice was rejected because I really haven't heard anything other than "the amount requested is not supported by the bills."

This has been a very frustrating process for me and my vendors. I really need to get this resolved as soon as possible so that I can pay my bills and not accrue any more interest. Please let me know exactly what I need to do.

Thank you,

A handwritten signature in black ink that reads "Sandra Candela". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

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